

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Tidwell	Examiner:	Stimpak
Serial No.:	09/604,316	Group Art Unit:	3623
Filed:	June 27, 2000	Docket No.:	20009.0030US01
			BS99-124
Title:	Trouble Tracking System and Method		

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**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicant respectfully requests entry of the following amendment and remarks contained herein in response to the Office Action mailed September 26, 2006. Applicant respectfully submits that the amendment and remarks contained herein place the instant application in condition for allowance. The Amendments to the claims begin on page 2 and the remarks begin on page 10.